



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

**INSTRUCTIONS FOR COMPLETING THE APPLICATION FOR PGW'S
CUSTOMER RESPONSIBILITY PROGRAM (CRP)**

1. In the **Household Information** section, list all household members, yourself included, along with the social security number and date of birth for each person.
 - a. For household members over age 18 who do not have an income, please provide a brief statement to describe their current situation (e.g., attending school, unemployed and not eligible for unemployment).
 - b. You must provide documentation for all sources of income in the household
 - i. See the other side for a list of accepted and unaccepted forms of income documentation.
 - ii. PGW will use the documentation provided to calculate the average gross monthly income for each household member.
 - c. If you have no income to report, see the **Important Note** below about zero income.
 - d. If you do not wish to provide the social security number for household members, you must provide some other type of identifying number (e.g., driver's license number, federal tax I.D. number, student I.D. number). Upon review, we may require documentation of this number.
2. If you receive undocumented financial support from someone who does not live in your household, that person must complete the **Additional Financial Assistance** section on the application, in its entirety, and sign it.
3. Complete the **Other Assistance** section.
 - a. If you receive Food Stamps/SNAP benefits or a housing subsidy, place a check mark in the box next to "Yes" and list the amount received each month. Documentation of this assistance may be required by PGW upon request.
 - b. If you do not receive Food Stamps/SNAP benefits or a housing subsidy, place a check mark in the box next to "No".
4. Read the **Customer Responsibilities** and **Important Notice**.
5. Sign and date the application.

IMPORTANT NOTE ABOUT ZERO INCOME

If you report zero income, you cannot apply for CRP in person at a PGW Customer Service Center. You must apply by mail through our CARES Assessment process, because we must determine how you meet everyday living expenses. To request a CARES Assessment packet, please call our customer service department at (215) 235-1000 or pick one up at any of our customer service centers. Complete and mail the CARES Assessment packet, along with any documentation required to:

Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia, PA 19122



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ACCEPTABLE AND UNACCEPTABLE FORMS OF INCOME DOCUMENTATION WHEN APPLYING FOR CRP

When applying for the PGW Customer Responsibility Program (CRP), you must submit adequate and verifiable income documentation for all members of the household who have an income.

Acceptable forms of income documentation when applying for CRP include:

- Current pay stubs (received within the last 30 days), showing both the current and YTD amounts for gross income, net income, and deductions.
- Annual award letter from the Social Security Administration.
- Pay stubs or bank statements showing pension income.
- DPW detail sheet or Compass printout showing Cash Benefits for children or other household members.
- Detail sheet from the Department of Labor and Industry showing unemployment benefits.
- Worker's compensation pay stubs.
- Short- and/or long-term disability pay stubs.
- If self-employed,
 - Prior year Federal tax return, if it includes Schedule C of Form 1040, will be accepted between February 1st and April 30th.
 - Or, the most recent quarterly tax statement submitted to the Philadelphia Revenue Department.
- Court-order of child support received on behalf of a child.
- Court-order of alimony.
- Foster care support payments.
- If you receive rental income for a property you own, you must provide either:
 - the prior year Federal tax return showing rental income, or
 - a copy of your most recent mortgage statement for the property you rent or a deed showing ownership of the property rented, a copy of the lease with your tenant(s), and documentation of rental receipt (e.g., bank statements, rent receipts).
- A completed Additional Financial Assistance section on the CRP application.
 - While we review your documentation, we may also request that you provide a copy of the photo I.D. and a valid phone number of the person who provides Additional Financial Assistance. If the person providing assistance is enrolled in the PGW Customer Responsibility Program, both you and that person will be required to demonstrate how you meet basic living expenses.

Unacceptable forms of income documentation when applying for CRP include:

- Profit/Loss statement for yourself or any other household members who is self-employed.
- A letter from an employer.
- A letter from someone declaring that they provide income support.
- Pay stubs that do not show gross income, net income, and deductions, for both the current pay period and the YTD period.
- Pay stubs that are more than 30 days old.
- PHA utility check, since that cannot be counted as income.
- Student loan pay-out checks.
- W-2 forms.